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Attorney's Docket No.: 13909-138001 / 2003P00442 US01

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Samir Raiyani, et al.
Serial No. : 10/743,348
Filed : December 23, 2003
Title : MULTI-MODAL SALES APPLICATIONS

Art Unit : 2173
Examiner : Unknown

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Applicant submits the references listed on the attached form PTO-1449. This application was filed after July 1, 2003; therefore, only copies of foreign patent documents and non-patent literature are being furnished.

This statement is being filed within three months of the filing date of the application or before the receipt of a first Office action on the merits. Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: 8/24/04

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Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13909-138001	Application No. 10/743,348
Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))		Applicant Samir Raiyani, et al.	
		Filing Date December 23, 2003	Group Art Unit 2173

U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	5,734,910	03/31/1998	Corrigan et al.			
	AB	5,945,989	08/31/1999	Freishtat et al.			
	AC	5,999,908	12/07/1999	Abelow			
	AD	6,012,030	01/04/2000	French-St. George et al.			
	AE	6,119,147	09/12/2000	Toomey et al.			
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	AG	2001/0049603	12/06/2001	Sravanapudi et al.			
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	AL	6,513,063	01/28/2003	Julia et al.			
	AM	6,523,061	02/18/2003	Halverston et al.			

Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation Yes	Translation No

Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
	AN	Albert, Dietrich, et al., "Adaptive and Dynamic Hypertext Tutoring Systems Based on Knowledge Space Theory," in Artificial Intelligence in Education: Knowledge and Media in Learning Systems, Benedict du Boulay and Riichiro Mizoguchi, Eds., 39:553-555 (1997), IOS Press, Amsterdam, retrieved from the Internet on August 20, 2004, at http://wundt.kfunigraz.ac.at/rath/publications/aied-97.pdf
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	AP	Amazon.com, "Amazon.com - Your Store," undated materials, retrieved from the Internet on December 23, 2003, at http://www.amazon.com.exec/obidos/tg/stores/your/store-home/-/0/ref=pd_ysl_gw_fr_2/102-338, 4 pgs.
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OIPE JC14 AUG 26 2004 PATENT & TRADEMARK OFFICE

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(37 CFR §1.98(b))		Filing Date December 23, 2003	Group Art Unit 2173

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	AR	Clark, Scott, "VXML Home: Voice XML Articles, Tutorials and Features," 2002, retrieved from the Internet on October 30, 2002, at http://www.webreference.com/programming/vxml/, 3 pgs.
	AS	Classen, Michael, "The Voice of XML," June 6, 2001, retrieved from the Internet on October 30, 2002, at http://www.webreference.com/xml/column33/index.html, 10 pgs.
	AT	Compaq, "Customize Your Configuration," undated materials, retrieved from the Internet on May 13, 2002, at http://athome.compaq.com/configuration.asp?tab=0&fromScratch=Y&ProductLineID=441, 5 pgs.
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	AW	Henze, Nicola, et al., "Modeling Constructivist Teaching Functionality and Structure in the KBS Hyperbook System," June 4, 1999, retrieved from the Internet on August 20, 2004, at http://www.kbs.uni-hannover.de/Arbeiten/Publikationen/1999/aied99/aied99.pdf, 12 pgs.
	AX	Hewlett-Packard Company, "HP Support – Directory of Hewlett-Packard Support Information," undated materials, retrieved from the Internet on November 1, 2002, at http://welcome.hp.com/country/us/eng/support.htm, 5 pgs.
	AY	Hewlett-Packard Company, "My HP, My Way!" undated materials, retrieved from the Internet on November 1, 2002, at http://ctodirect.ebus.hp.com/servlet/com.hp.ibs.confighpd.ConfigHpd, 3 pgs.
	AZ	Hunt, Andrew, Ed., "JSpeech Grammar Format," June 5, 2000, retrieved from the Internet on August 20, 2004, at http://www.w3.org/TR/2000/NOTE-jsgf-20000605, 31 pgs.
	AAA	Jin, Lai, et al., "An Ontology-Aware Authoring Tool - Functional Structure and Guidance Generation," undated materials, retrieved from the Internet on August 20, 2004, at http://www.ei.sanken.osaka-u.ac.jp/pub/kin/kin-aied99.pdf, 8 pgs.
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	AEE	KnowNow, Inc., "KnowNow Architecture Overview," 2002, 5 pgs.
	AFF	KnowNow, Inc., "KnowNow, Inc. > Products > Library," 2002, retrieved from the Internet on December 5, 2002, at http://www.knownow.com/products/library.html 1 pg.
	AGG	KnowNow, Inc., "Web-Standard Messaging: Using Message Routing for Fast, Simple and Affordable Integration," 2002, 4 pgs.
	AHH	Muehlhaeuser, Max, et al., "Base System and Hypermedia," in Cooperative Computer-Aided Authoring and Learning: A Systems Approach, Muehlhaeuser, Max, Ed., 1995, Kluwer Academic Publishers, Dordrecht, Netherlands, pp. 165-192
	AII	Muehlhaeuser, Max, et al., "Instructional Strategies and Processes," in Cooperative Computer-Aided Authoring and Learning: A Systems Approach, Muehlhaeuser, Max, Ed., 1995, Kluwer Academic Publishers, Dordrecht, Netherlands, pp. 273-291

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	AJJ	Muehlhaeuser, Max, et al., "The Nestor Reference Architecture," in Cooperative Computer-Aided Authoring and Learning: A Systems Approach, Muehlhaeuser, Max, Ed., 1995, Kluwer Academic Publishers, Dordrecht, Netherlands, pp. 107-130
	AKK	Nuance Communications Inc., "Press Release: Nuance 8.0 Delivers Lower Costs for Enterprises and Service Providers, Boosts Customer Satisfaction with Superior Accuracy and Personalized Caller Interactions," January 14, 2002, retrieved from the Internet on October 30, 2002, at http://www.nuance.com/corp/press/2002/20020114_nuance8.html, 4 pgs.
	ALL	Nuance Communications Inc., "Press Release: Nuance Backs W3C for Multi-Modal Applications Standard Setting," February 5, 2002, retrieved from the Internet on October 30, 2002, at http://www.nuance.com/corp/press/2002/20020205_nuancebacksw3c_int.html, 2 pgs.
	AMM	Nuance Communications Inc., "<log> element," retrieved from the Internet on April 2, 2003, at http://techpreview.voxeo.com/docs/vxml/nuance20/log.html, 1 pg.
	ANN	Nuance Communications Inc., "Tuning Automated Speech Applications (3 days)," retrieved from the Internet on December 23, 2003, at http://www.nuance.com/learn/training/courses/tuningautomatedspeechapps.html, 2 pgs.
	AOO	Nuance Communications Inc., "VoiceBrowser Interface," retrieved from the Internet on April 2, 2003, at http://techpreview.voxeo.com/docs/vxml/nuance20/voicebrowint.html, 5 pgs.
	APP	Paaso, Jouko, et al., "A New Environment for Courseware Development, Course Delivery and Training," Proceedings of the ED-Media 97, Toronto, Ontario, Canada, 10 pgs.
	AQQ	Ranwez, Sylvie, et al., "Description and Construction of Pedagogical Material Using an Ontology Based DTD," Workshop on AI-ED '99, Ninth International Conference on Artificial Intelligence in Education, Le Mans, France, July 19-23, 1999, retrieved from the Internet on August 23, 2004, at http://www.ei.sanken.osaka-u.ac.jp/aied99/a-papers/S-Ranwez.pdf, 4 pgs.
	ARR	Riben, Michael, M.D., "Voice Recognition for Pathology Tutorial," January 21, 1999, retrieved from the Internet on May 27, 2002, at http://home.nycap.rr.com/voice/Introduction.htm, 50 pgs.
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	ATT	Schaper, Joachim, et al., "ADP Authoring/Learning, " in Cooperative Computer-Aided Authoring and Learning: A Systems Approach, Muehlhaeuser, Max, Ed., 1995, Kluwer Academic Publishers, Dordrecht, Netherlands, pp. 145-161
	AUU	Siekmann, Joerg, et al., "Adaptive Course Generation and Presentation," retrieved from the Internet on August 23, 2004, at http://www.activemath.org/~paul/Publications/2000ITS/ActiveMathOverview.pdf, 10 pgs.
	AVV	Speech Application Language Tags ("SALT") Forum, "Cisco, Comverse, Intel, Microsoft, Philips and SpeechWorks Found Speech Application Language Tags Forum to Develop New Standard For Multimodal and Telephony-Enabled Applications and Services," October 15, 2001, retrieved from the Internet on October 30, 2002, at http://www.saltforum.org/Oct15.asp, 5 pgs.
	AWW	Speech Application Language Tags ("SALT") Forum, "The SALT Forum Welcomes Additional Technology Leaders as Contributors," January 31, 2002, retrieved from the Internet on October 30, 2002, at http://www.saltforum.org/Jan31.asp, 4 pgs.
	AXX	Speech Application Language Tags ("SALT") Forum, "Speech Application Language Tags (SALT) Technical White Paper," printed from http://www.saltforum.org/Saltforum/downloads/SALTTechnicalWhitePaper.pdf, 6 pgs.

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	AYY	van den Broecke, Just, "Pushlets: Send Events From Servlets to DHTML Client Browsers: Discover How Pushlets, a Servlet-Based Notification Mechanism, Enables Server-Side Java Objects to Call Back JavaScript Code Within a Client Browser," March 2000, retrieved from the Internet on October 30, 2002, at http://www.JavaWorld.com/javaworld/jw-03-2000/jw-03-pushlet_p.html, 15 pgs.

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